



State of Utah

Product Description

Product Number: 4224.13.15

LOBBYISTS

Effective Date: July 1, 2014
Revision Date: March 5, 2014
Version: 001
Product Owner: LT Governor's Office
Business Manager: Mark Thomas
Phone: 801-538-1494
E-mail: mjthomas@utah.gov

The Lobbyist application has parts that were written and are maintained by Utah Interactive and other parts which were written and maintained by DTS. Utah Interactive created the web application that is used by lobbyists and the public. DTS created the desktop application that is used to manage the data in the Lt. Governor's Office.

The hours of support required for Lobbyists are listed below.

Application	Support Hours	Days of Week
Lobbyists	Business Hours	Monday - Friday

Product Features and Descriptions

Feature	Description
Lobbyist Registration	Web sit lets lobbyist register as required by statute (UI)
Reporting of Expenditures	Lobbyist reports on web application expenditures made (UI)
Public Reporting of expenditures	Public reports are available (UI)
User management	Identity management (DTS)
Principal Management	Management of organizations (DTS)
Reporting	Printed special reports (DTS)
Merging of duplicate records	Duplicate lobbyists and principals can be combined. (DTS)
Submission Maint.	Repair issues created by users. (DTS)

State of Utah

Product Description

Features Not Included

Feature	Explanation
Feature Name	Feature description. Note: Press Tab key to add more rows.

Rates and Billing

Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and testing of Gumby and associated applications and interfaces to fix reported bugs, implement legislative changes and implement enhancements that are approved and prioritized by the Lt. Governor's Office.	See DTS Approved Rate 1 Lead Programmer 2 Programmer/Analysts
Application DBA Support	Perform modifications to the database needed to accommodate the implementation of change requests. Maintain stored procedures, which create data files for many of the application interfaces with 3 rd party systems.	See DTS Approved Rate 1 Application DBA
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance for State and County Offices.	See Infrastructure Network Support product
Enterprise Hosting Services	Monitoring, updating and troubleshooting Applications servers	See Enterprise Hosting Services product
Desktop Services	Enterprise Desktop Services	See Enterprise Desktop Services product
Security Services	Enterprise Security Services	See Enterprise Security Services product
Utah Interactive		
Application	Programming and testing of the application and associated web servers	As agreed as required

Ordering and Provisioning

Changes to either application should be made through the IT Director.

DTS Responsibilities

State of Utah

Product Description

1. Programming and testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
2. Define technical requirements for enhancement requests and legislative changes.
3. Performing back-end database updates to fix bad data causing problems in the application.
4. Providing desktop support to fix problems with equipment used to run the Lobbyists application, print documents and scan bar codes on documents.
5. Provide Network support to ensure that the Lobbyists system is up and operating sufficiently during business hours. (See DTS/Governor's Office Infrastructure Network Support product)

(UTAH INTERACTIVE Responsibilities)

1. Maintain, host and support the web application.
2. Provide additional programming on a contract basis.

Agency Responsibilities

1. Provide support to application users
2. Provide information to DTS about issues about the operation or performance of the application.
3. Prioritize requests for changes to the application.

DTS Service Levels and Metrics

State of Utah

Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Lobbyists	This system will be available 24 X 7 365. DTS will provide support during Governor's Office regular business hours.

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%

State of Utah

Product Description

High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied